

The NHS App

Simple and secure access to a range of healthcare services

This guide is an explanation of how to download and register to use the NHS app. Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

This is not the NHS COVID-19 app.

The NHS App is for people aged over 13 and who are registered with a GP practice.

You don't have to visit your surgery to sign-up and use the app.

You will need to register on the app at first. This takes about 10 minutes to do.

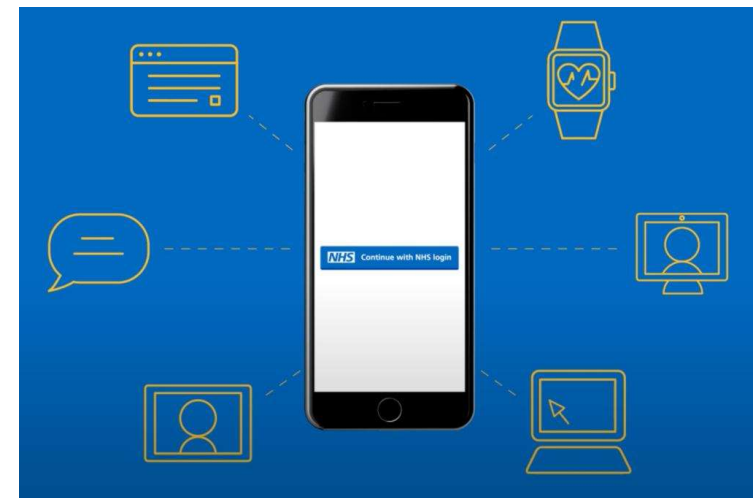
You'll need an **email address** and a **mobile phone number**. During the initial setup, you'll be asked to prove your identity to connect your NHS login to your record and protect your health information. If you do not have an accepted form of ID, you will need to register for your GP surgery's online services and obtain the registration details. You can use these registration details to prove who you are instead of using photo I.D.

Once your information has been checked and verified, you can then login and use the app.



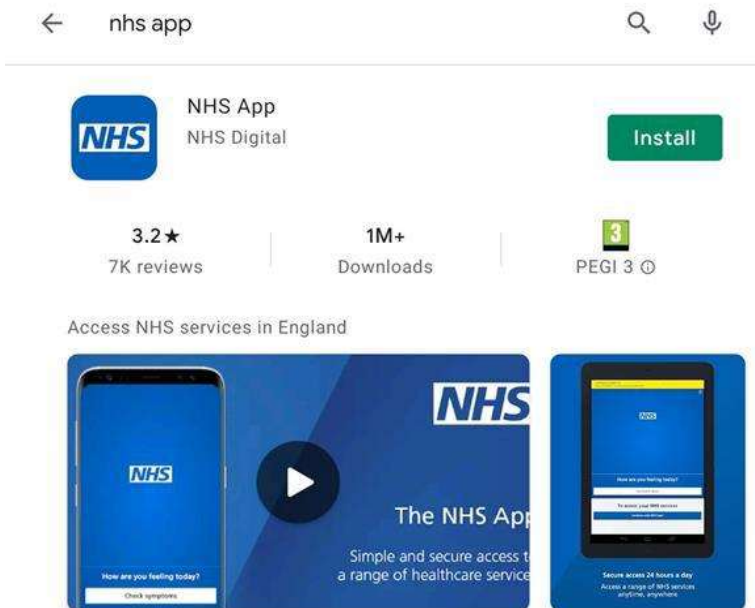
In summary the NHS App allows you to:

- Check your symptoms
- Access Coronavirus advice
- Find NHS information on hundreds of conditions
- Use NHS 111 for urgent help online
- Ask your GP for advice
- View existing and book future appointments
- Order a repeat prescription
- View your GP medical record
- View messages from health services and the NHS App
- Manage decisions around organ, tissue and blood donations



Download the NHS App

The NHS App is available now on iOS (from the App Store) and Android (from Google Play).



Tap on **“Install”** or **“Get”** depending upon the device you use.

The NHS App can be accessed through a web browser such as Internet Explorer or Google Chrome. This means you can use the app’s features on a desktop computer or laptop, but you must first register on a mobile device.

You do not need to download anything.

<https://www.nhsapp.service.nhs.uk/login>

Launch the NHS App



E4



Tap “**Open**” to launch the app*.



Once opened you will be presented with this screen* when you first load up the app.



To sign in or create an account, the “**Continue with NHS login**” button.







** Please note that some of the screens in this guide may look slightly different depending on the type of mobile device you use.*



Log in to your NHS account online



www.nhs.uk/nhs-app/account

-  Order repeat prescriptions
-  See your health information
-  Access health advice
-  And much more...



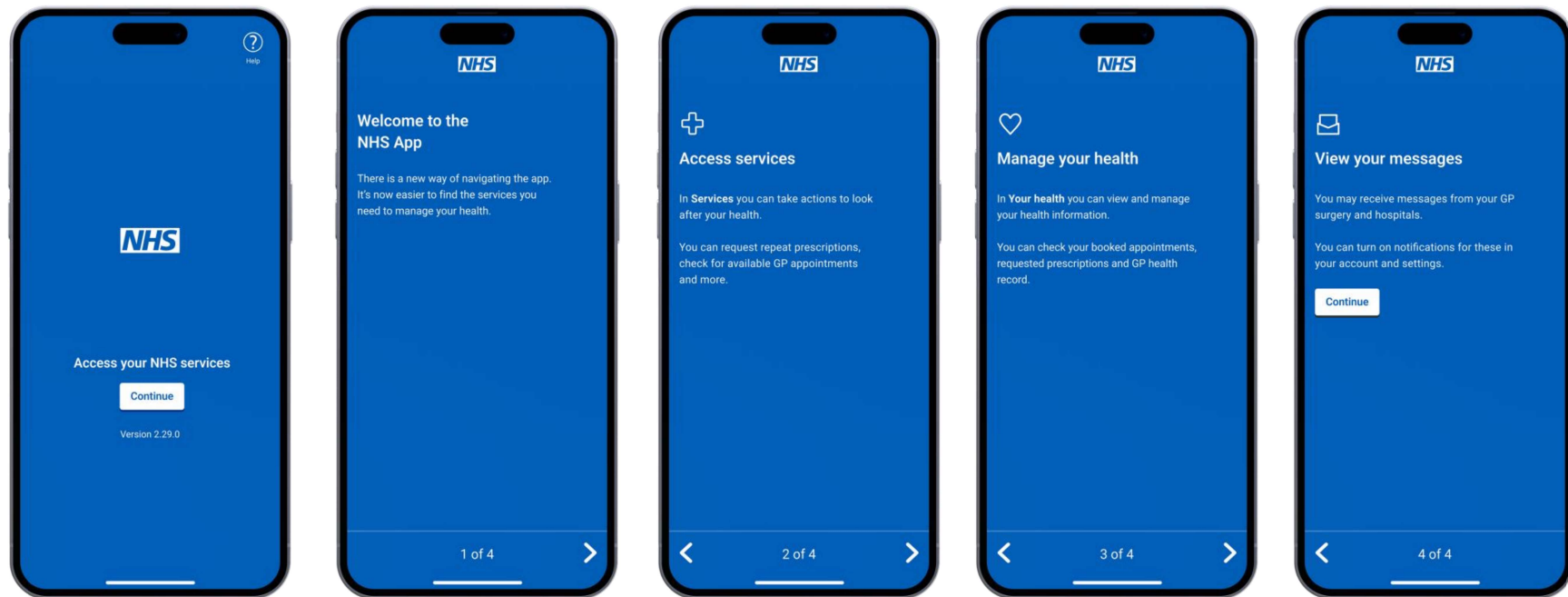
Download on the
App Store

GET IT ON
Google Play

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Welcome screen

Users will be prompted to update their app the next time they use it. When this is complete and they log on, they will see a series of screens explaining the changes and where to find the most common services.

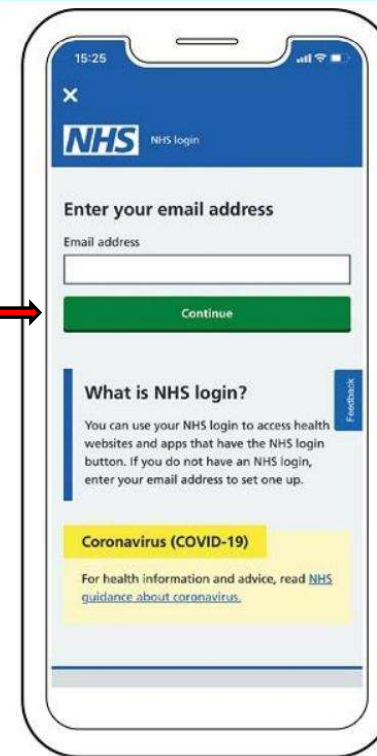


Using an NHS login to access the NHS app

You will be reminded that you must be aged 13 and over and registered with a GP surgery in England.
Tap **“Continue”** to proceed.

On the next screen, enter your email address and select **“Continue”**

If you already have an NHS login you can sign in using the username and password you have previously set up.



If you don't, you will be prompted to create a new account by setting up an NHS Login.

Setting up an NHS login

To do this you will need:

- an email address
- a UK mobile phone number

Enter your email address into the box and then click **“Continue”**

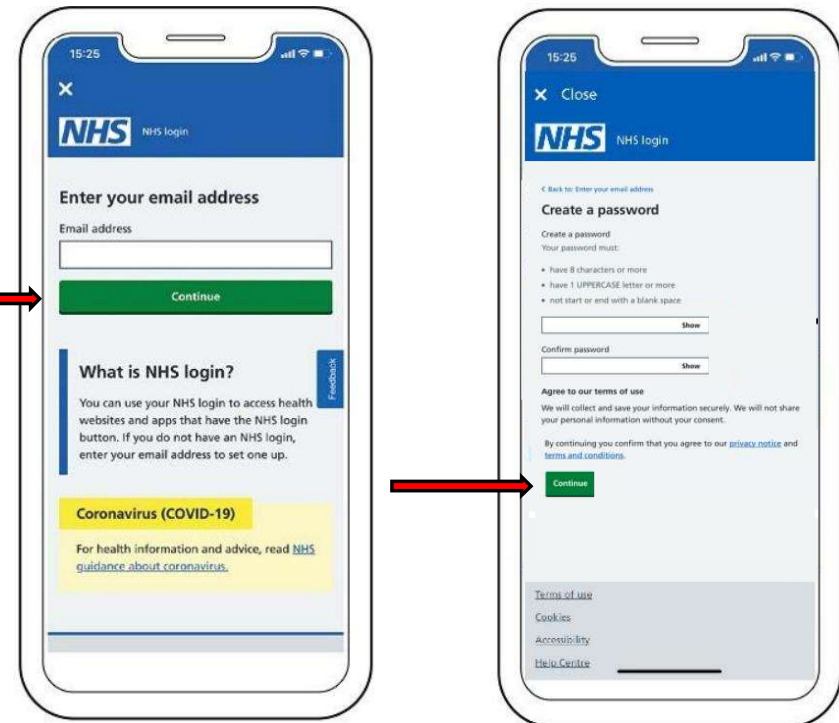
Now you can set up a new NHS Login.

You need to create a password.

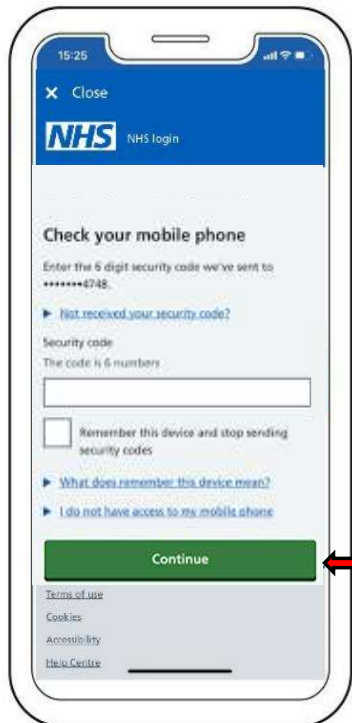
Create a password and then click **“Continue”** to proceed.

You must remember this password to login.

The NHS will send you an email to verify your email address.



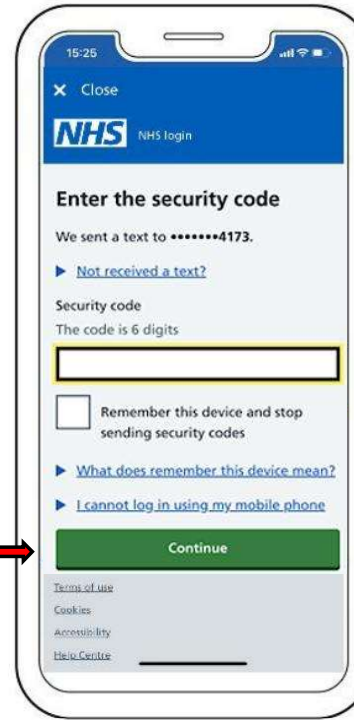
Setting up an NHS login



A new screen will appear where you will be asked to give your mobile phone number.

Enter your mobile phone number (07XXX XXXXXX) and tap on **“Continue”**

A 6-digit security code will be sent by text message to your mobile phone.



You will be asked to enter this code to continue.

Note: A security code will be needed to log in every time, unless you select *‘remember this device and stop sending security codes’*.

Enter the code received by text and tap on **“Continue”** to proceed.

Next you will be asked for proof of your identity.

As you would expect for security and confidentiality, you need to evidence this.

Setting up an NHS Login (Password Reset)

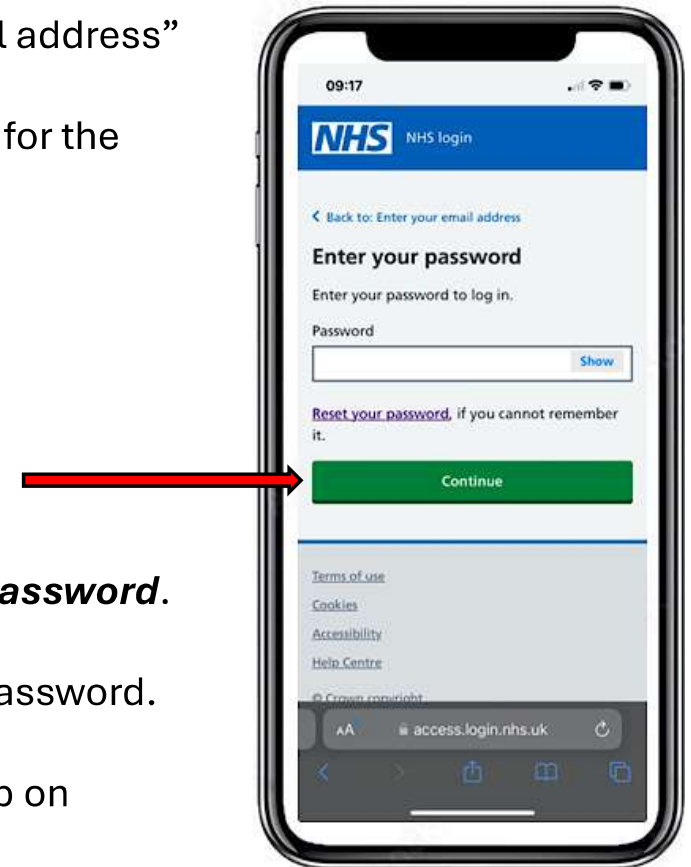
You may see a message saying ‘We found an NHS login linked to “your email address”’

Please Note: “your email address” is the email address you used to register for the NHS App and should be the same as the one on your GP practice record.

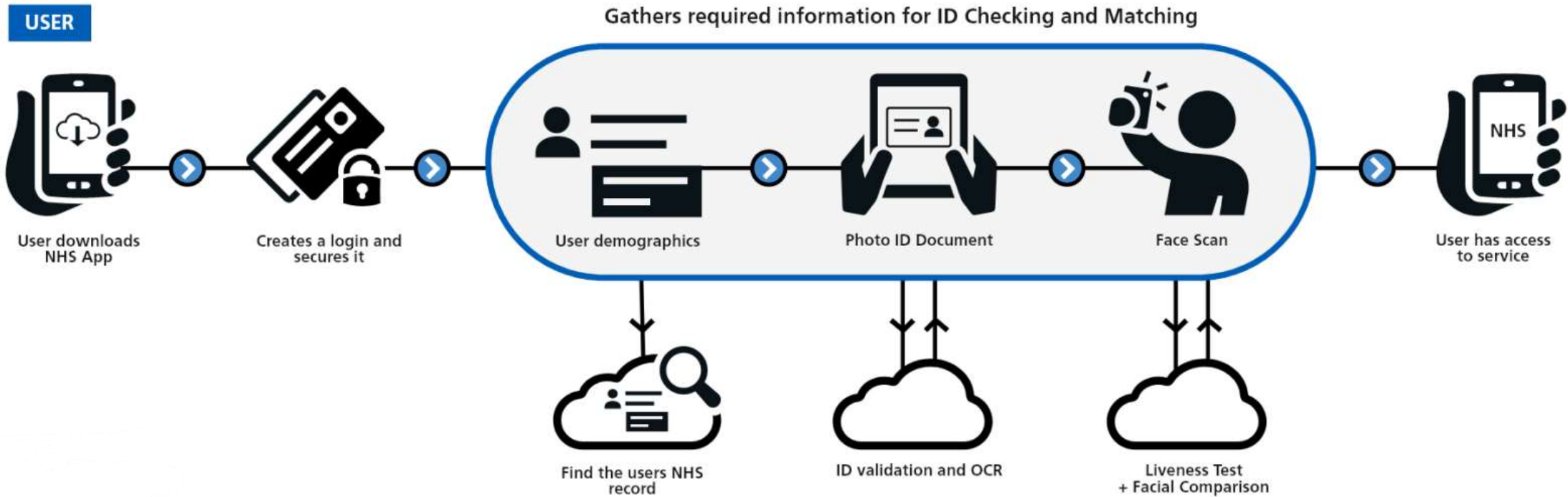
Enter your password and tap on “**Continue**” to proceed.

If you cannot remember the Password previously used, select ***Reset your Password***.

The NHS will send you an email containing a link to allow you to set a new password. Open your emails and select the link in the email to create a new password. Then return to the app and enter the password you have just created and tap on “**Continue**” to proceed.



NHS log-in – Automated Prove Your Identity

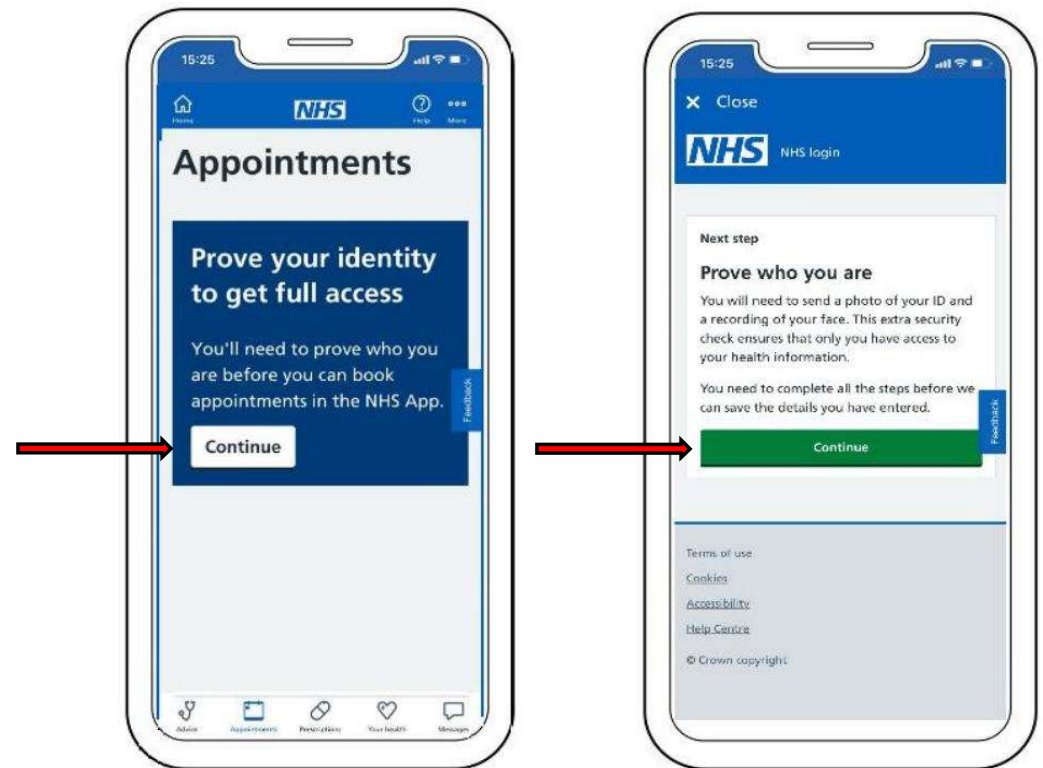


Prove your identity to get full access

Once logged in, a message will be displayed asking you to prove your identity to get full access.

Once you have provided your identity information and this has been verified, you will be able to use other features and services available within the app.

Click **“Continue”** and follow the steps to prove your identity.



Prove your identity with Photo ID

Choose relevant answer and then select **“Continue”**

The image you send needs to be of your original photo ID. You cannot send an image of a printout or screen showing your photo ID.

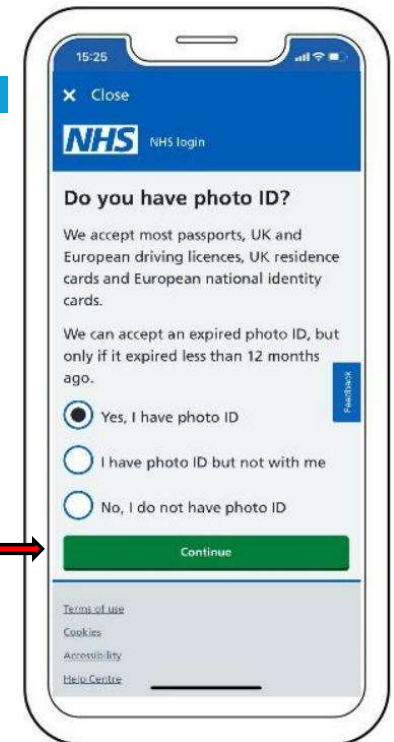
It will accept an expired photo ID if it expired less than 12 months ago.

You can send:

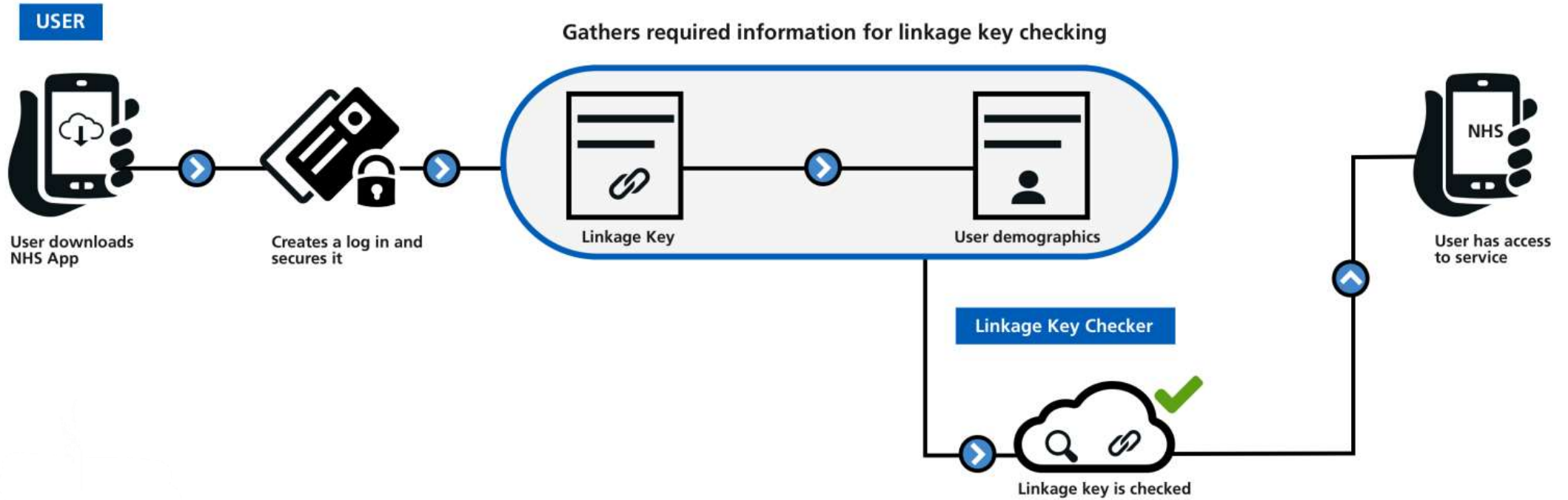
- passport
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card
- UK residence card or biometric residence permit (BRP)

You cannot send:

- *Travel cards*
- *Bus passes*
- *NHS ID card*
- *Visa stickers*
- *UK citizen ID cards*
- *Proof of age cards,*
- *University or school ID cards*
- *UK driver qualification cards*
- *An image of a printout or screen showing your photo ID*



NHS log-in – Patient online (Linkage Key)



Prove your identity without Photo ID

If you do not have an accepted form of ID, you will need to register for your GP surgery's online services and obtain the registration details. You can use these registration details to prove who you are instead of using photo I.D.

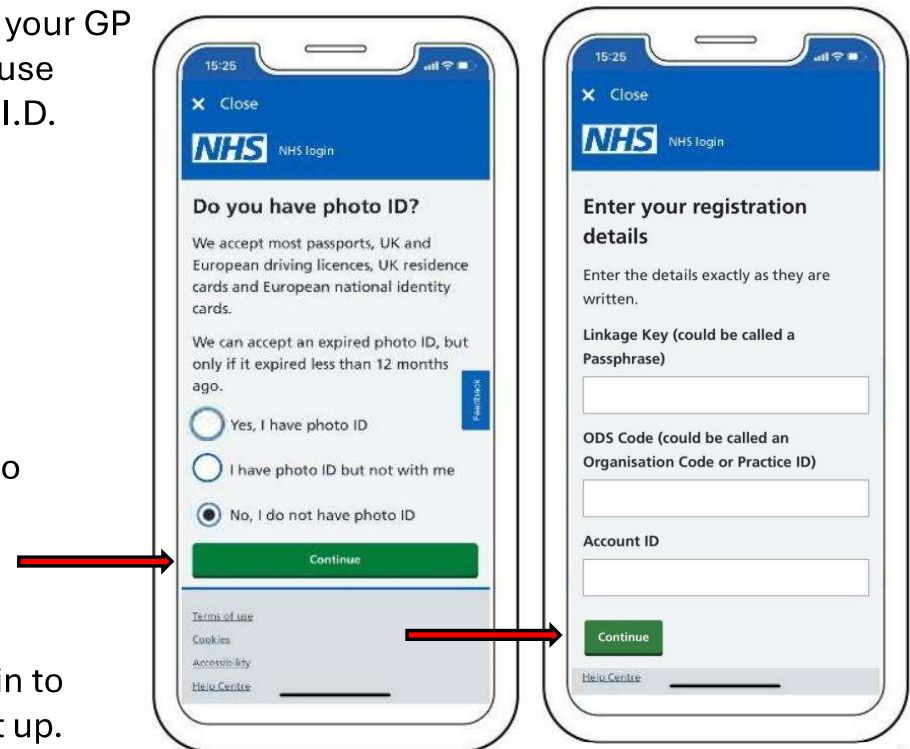
The registration details provided by your GP will contain:

- Linkage Key (could be called Passphrase)
- O.D.S. Code (could be called Organisation Code or Practice I.D.)
- Account I.D.

This is not the same as the username and password you use to log into your GP surgery's online services.

Enter these details as prompted and then tap **“Continue”**

Once these steps are completed you will be able to use your NHS login to open the app using the email address and password you have just set up.

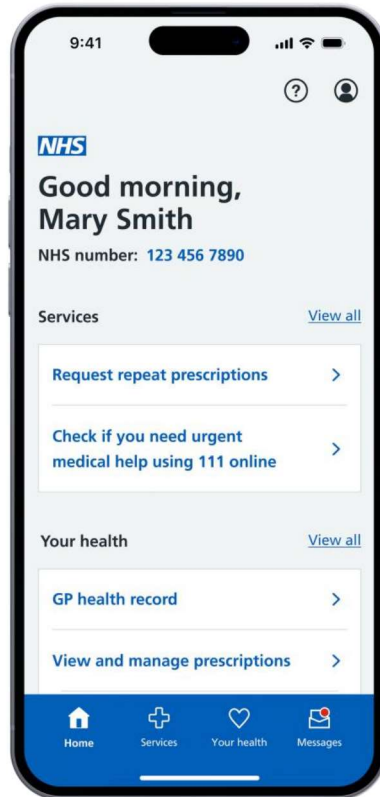


NHS App homepage

Personalised greeting

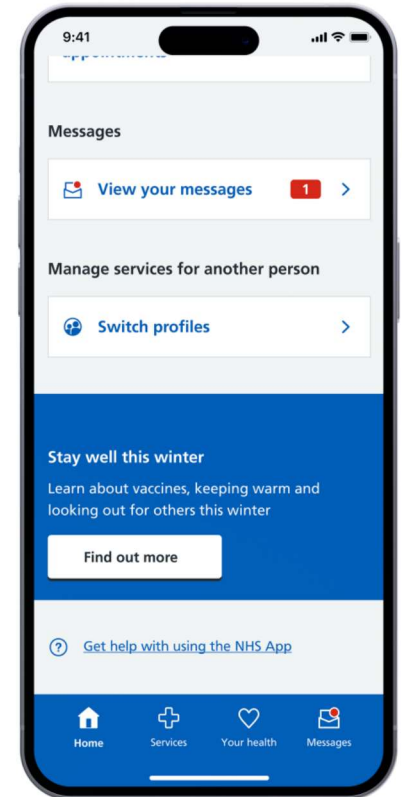
Quick links to key app features

Footer gives access to new 'hub' pages



Header takes you to newly updated help & support and account settings

New campaign box changes from time to time



Turn on Notifications in the NHS App

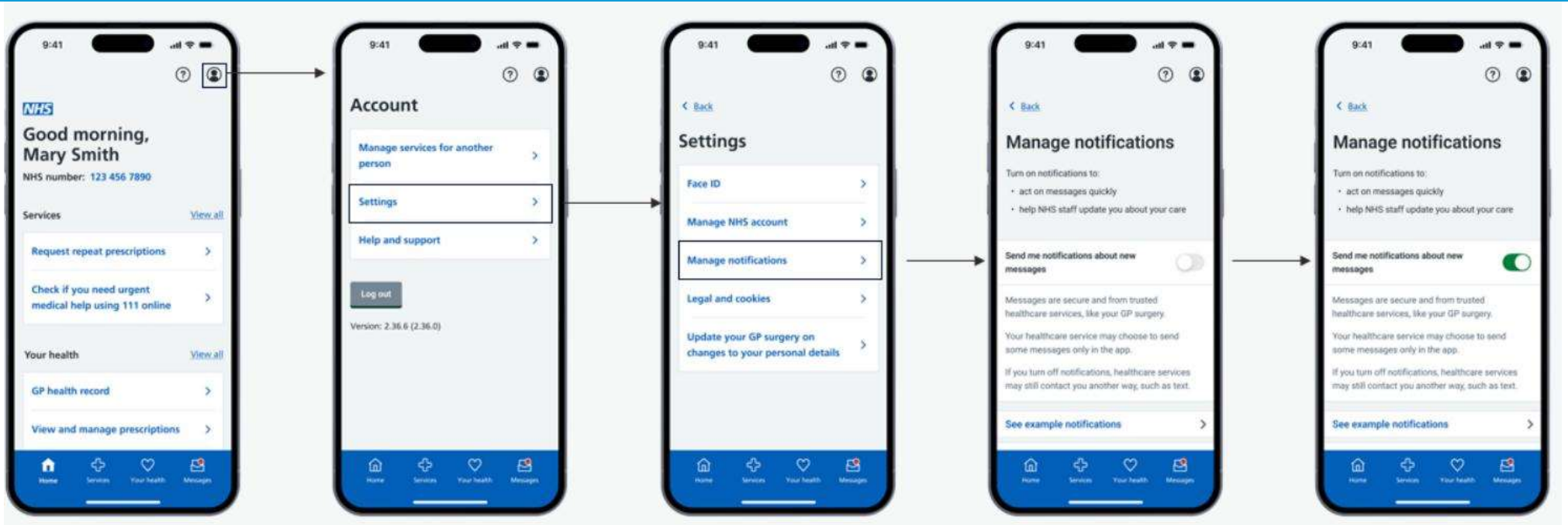
The NHS App messaging service provides a secure inbox that will allow patients to start receiving messages from health and care services such as their GP surgery via the NHS App if they have it installed on their smartphone and have enabled notifications.

Patients will get a notification from the NHS App when they receive a message in their secure inbox, if they have notifications enabled on their device.

It is the patient's choice whether to receive messages in this way.

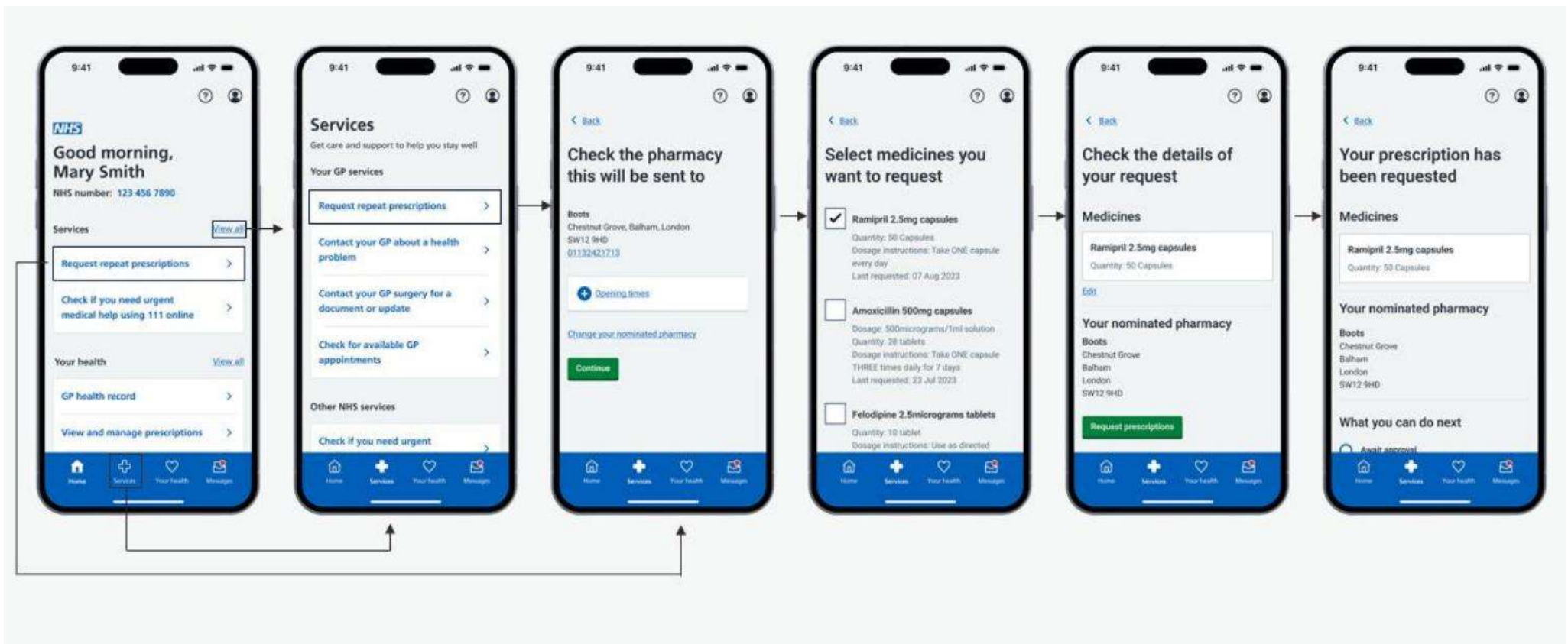
If a message is not successfully delivered to the NHS App, your messaging service provider will automatically send a message via another channel such as SMS. This is to ensure the patient receives the message.

Turn on Notifications in the NHS App



Request a repeat prescription

Patients can request repeat prescriptions on the NHS App. It's an easy, quick and convenient way to order on the go. They can request repeat prescriptions at a time that suits them.

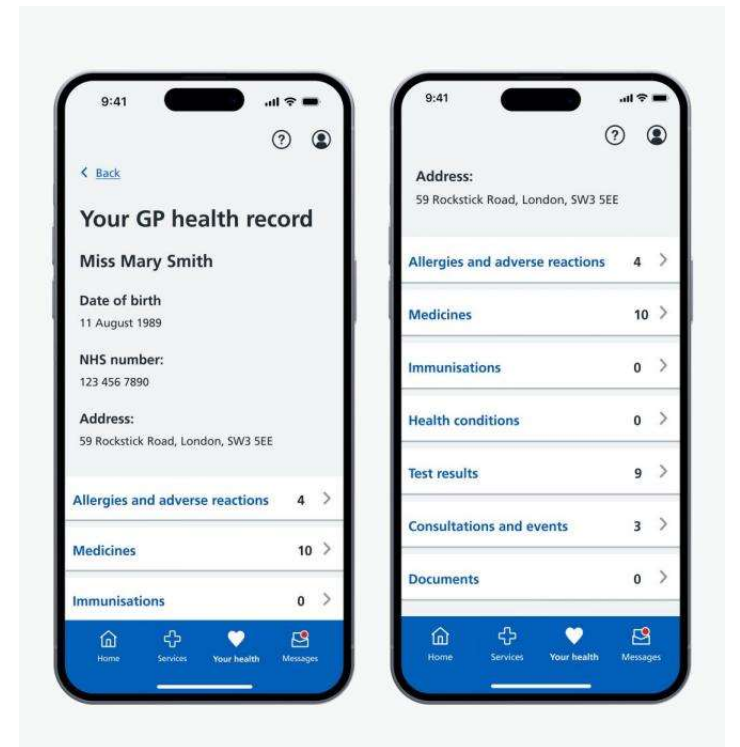


GP health record

Patients can have online access to their GP health record entries and will see new entries from the point they were given access.

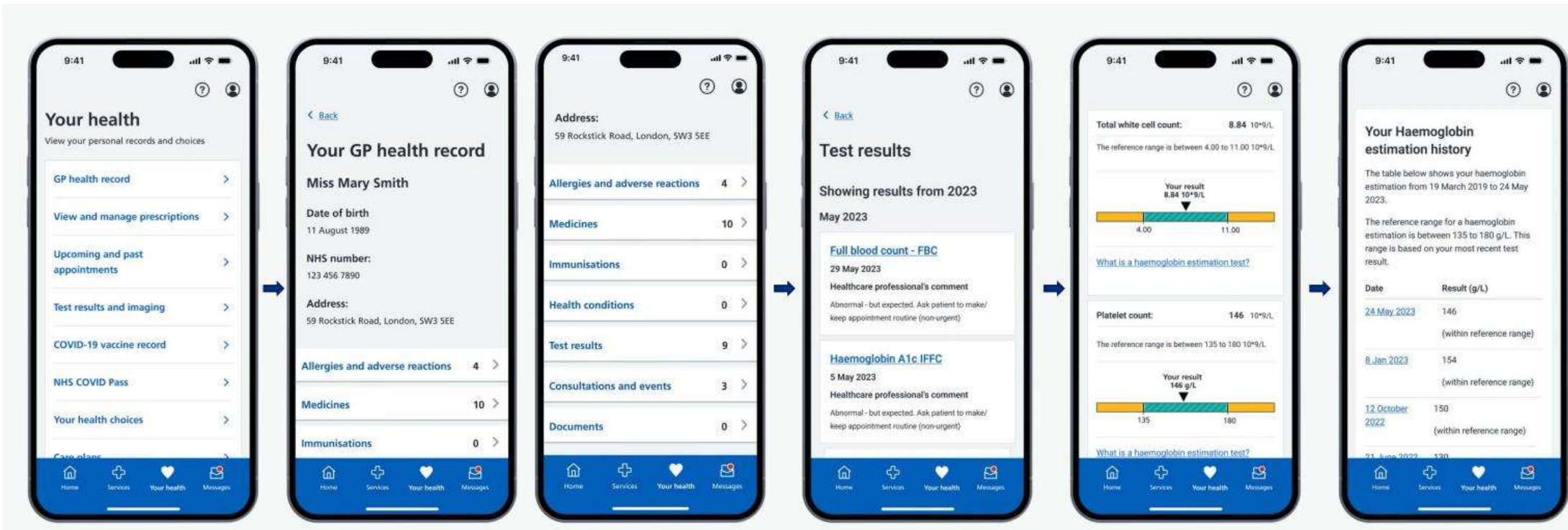
Entries could include consultation notes, immunisations, test results and letters.

If a patient can't see their GP health record or can only see their summary health record (containing information only about their medicines and allergies) on the NHS App, they can ask their practice to make their full historic record available to them.



Viewing Test Results

Test results are part of the GP health record.



Help with the NHS App

- Go to 'Help' in the top right-hand corner of the app and scroll down to 'Contact the NHS App team' to complete an online form
- Visit: nhs.uk/helpmeapp for lots of help and support, and to raise a ticket with the NHS App helpdesk

